



Deep Paperless EMR:

An Award-Winning Pennsylvania Provider's Journey to Create
Efficiencies, Eliminate Deficiencies, and Free Hands For Care

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“We’ve been
deficiency-free
and 5-star rated
since 2010.”

*Melissa Randler,
Director of Post-Acute
Services,
Fulton County Medical
Center LTC*

Executive Summary

Fulton County Medical Center (FCMC) is a non-profit corporation which owns and operates a critical access hospital and skilled nursing care facility in McConnellsburg, Pennsylvania.

Mission Driven

FCMC Long Term Care is very much a vital part of the organization. Our care teams are passionately committed to a mission of “continuously improving the health of our community.” Health care has dramatically changed since 1976 when the LTC unit was built; however, our commitment to quality, coupled with a family-like atmosphere, has remained unchanged.

Low Readmissions

Because of our close working relationship with our hospital, physicians, and availability of in-house emergency room services, our hospital readmission rate is among the lowest in the country.

Deep Paperless

We partnered with American HealthTech in 2005 and began our paperless journey. Thanks to leadership, superior change management, and deep system personalization – we are delivering on our promise to enhance quality of life for residents and free hands for direct care.

Award Winning Care

There are over 700 skilled nursing facilities in Pennsylvania. Due to a stellar track record as a **5-Star facility and a history of deficiency-free surveys** (which has been the case in the two years since), FCMC Long Term Care was one of twelve facilities to receive the Excellence in Quality Award from the Pennsylvania Department of Aging and Office of Long-Term Living in 2010. We also won AdvisorMed’s 2012 “Great Pennsylvania Nursing Home Award” based on CMS rankings and consumer reviews.

Our commitment to quality and excellence for our staff, families, and residents are the drivers of our success, and AHT is a key partner.

“We’re not missing the little things, which can make a big difference in quality care and payment.”

*Kim Slee, DON,
Fulton County Medical
Center LTC*

Challenges

In 2005 we were running on paper and struggling with submitting complete Minimum Data Set (MDS) information electronically. Our challenges included:

- **Paperwork vs. care.** CNAs were spending too much time tracking down books and doing paperwork vs. spending time with residents.
- **Holes in documentation.** Unit secretaries used to go through treatments sheets and flag areas of concern by hand.
- **Missed reimbursements.** We had concerns about under-coding in Section G for self-performance with ADLs, leading to missed reimbursement opportunities. These are funds that we wanted to pour into direct care.
- **Questions from surveyors.** Whenever you have paper documentation and things are missed, surveyors assume tasks were not done, regardless of what actually happened.

We knew we had opportunities to get more efficient and get better documentation throughout each shift.

Our goal from day one: ***get rid of paper.***

Solution

After an extensive search, we partnered with American HealthTech to take our clinical operations paperless and achieve our quality goals. We put in CNA charting, nurses notes, and electronic medication administration (eMAR).

The Transformation

We knew buy-in from the staff was going to be key for a smooth transition. A few of our staff, not familiar with computers, were reluctant to give it a try, but with AHT’s hands-on training and nurturing, they were successful with the system in just two days. Our secret to success was leadership, patience, and small group sessions. Our AHT onsite professional was very caring and non-intimidating. Our staff felt comfortable and at ease.

“Deep personalization capability was key to staff acceptance. It’s so easy to build assessments in AHT, which are needed to pull paper.”

*Melissa Randler,
Director of Post-Acute
Services,
Fulton County Medical
Center LTC*

Personalized for Extraordinary Results

Deep personalization capability for our unique needs was key to staff acceptance. We created user-defined assessments using terminology with which our staff was familiar. This really helped them feel comfortable fast. It’s amazing what just one word can do. These user-defined assessments have helped us drive paperless with the following:

- Dietician
- Social Services
- Activities
- Restorative Nursing
- Admissions
- Readmissions
- IVs
- New resident orientation
- Neurological assessments
- Side rail evaluation
- Risk assessments for skin impairment and co-morbidities

We even have an electronic flowsheet designed to assess residents who are at risk of falling. This puts standardized information in the hands of a broader interdisciplinary care team to better evaluate care plans and fall interventions; as well as drive continuous improvement in quality care.

One of our favorite assessments in AHT is for new resident orientation, which before we were inconsistently tracking on paper. Our CNAs are responsible for showing new residents their room, call bell, side rails, TV operation, and more. We want our residents to feel comfortable from day one, and thanks to tracking orientations in AHT we know we’re delivering on our promise.

Achievements

“I love wound management in AHT; it’s been yet another great opportunity to pull paper and boost quality.”

*Kim Slee, DON,
Fulton County Medical
Center LTC*

We don’t miss the little things with AHT and that has made all the difference. And because the system is extraordinarily easy to use, Melissa can fill in for anyone – whether it be to complete an MDS or do a resident interview for social services. We’re very proud of our results:

- **Award-winning quality.** There are over 700 skilled nursing facilities in Pennsylvania, and ours was one of twelve facilities selected for the Excellence in Quality Award. Because of our 5-Star rating and deficiency-free track record, the state took notice and bestowed the honor on us in 2010. Only 1.8% of the nursing homes in Pennsylvania achieved this dual distinction.
- **Award-winning consumer satisfaction.** We also won the AdvisorMed’s 2012 “Great Pennsylvania Nursing Home Award” based on CMS rankings and consumer reviews. We have made significant investments in quality, which has reassured our residents, families, and staff that we are committed to maintaining excellence and continually improving the care we provide.
- **Deficiency free.** We’ve been deficiency-free since 2010. The surveyors have found the system to be very user-friendly.
- **5-Stars.** We have no holes in our documentation, proving we administered the highest quality and best care we could.
- **Real time.** We no longer have to wait to see what is going on with our residents. We just know care gets done. And if not, we can see why not.
- **Complete documentation.** Care staff get color-coded, visual indication when items need to be done. It really helps them organize their day, and remember every detail of care.
- **Infection Control compliance.** In the state of Pennsylvania, keeping track of facility-acquired conditions is mandatory. With AHT, we easily created an assessment that helps us track UTIs, skin issues, infections, pneumonia, and more. We track these items daily, and easily create specialty reports used for quality improvement initiatives. It works great.

Extraordinary Support

One of the things we love about our partnership with AHT is the opportunity for continuous learning. The transition to MDS 3.0 was a non-event. We had plenty of training with great webinars and phone conferences. We were ready. AHT does an amazing job of staying on top of regulatory issues for us, freeing us to focus on our residents.